



LUND
UNIVERSITY

Faculty of Social Sciences

SMMX17, Organization and Management in a Service Context, 7.5 credits

Organisation och ledning i en tjänstekontext, 7,5 högskolepoäng
Second Cycle / Avancerad nivå

Details of approval

The syllabus was approved by the board of the Department of Service Management and Service Studies on 2021-02-17 to be valid from 2021-08-30, autumn semester 2021.

General Information

The course is a compulsory component in the first semester and is included in the Master's (120 credits) programme in Service Management (SASMA). The course is given for all specialisations.

Language of instruction: English

Main field of studies

Service Management

Depth of study relative to the degree requirements

A1N, Second cycle, has only first-cycle course/s as entry requirements

Learning outcomes

For a grade of Pass on the course, the student shall be able to

Knowledge and understanding

- demonstrate advanced understanding and knowledge of theories in organisation and management
- understand and explain key concepts, models, theoretical perspectives and paradigms in organisation and management, and
- understand and explain connections between organisation and leadership in a service context

Competence and skills

- account for, present and discuss towards conclusions and the knowledge and arguments that form the basis for these, and
- apply and use concepts, models, theories and paradigms in analyses of different organisations

Judgement and approach

- demonstrate the ability within organisation and management to make assessments that take into account relevant scientific, societal and ethical aspects, and
- reflect critically on different perspectives and approaches to organisation and management

Course content

The basic idea of the course is to develop and deepen the student's expertise in organisation and management. The aim of the course is that the student should be able to describe, problematise, integrate, analyse and reflect on the importance of organisation and management in a service context. The course consists of the following parts:

The first part of the course presents and discusses different theoretical ways to understand organisation and management.

In the second part of the course, the student describes, analyses and problematises key issues in organisation and management in a service context.

Course design

The teaching consists of lectures, seminars, workshops and supervision.

Unless there are valid reasons to the contrary, compulsory participation is required in seminars and workshops. Students who have been unable to participate due to circumstances such as accidents or sudden illness will be offered the opportunity to compensate for or re-take compulsory components. This also applies to students who have been absent because of duties relating to elected office, e.g. as a student representative.

Assessment

The assessment is based on

Individual written examination (4.5 credits).

Project work (group) (3 credits)

The course includes opportunities for assessment at a first examination, a re-sit close to the first examination and a second re-sit for courses completed in the past year (catch-up exam). At least two further re-examinations on the same course content are offered within a year of a major change to, or discontinuation of, the course. After this, further re-examination opportunities are offered, but in accordance with the current course syllabus.

The examiner, in consultation with Disability Support Services, may deviate from the regular form of examination in order to provide a permanently disabled student with a form of examination equivalent to that of a student without a disability.

Subcourses that are part of this course can be found in an appendix at the end of this document.

Grades

Marking scale: Fail, E, D, C, B, A.

The grade for a non-passing result is Fail. The student's performance is assessed on the basis of the learning outcomes for the course. For the grade of E, the student has demonstrated acceptable results. For the grade of D, the student has demonstrated satisfactory results. For the grade of C, the student has demonstrated good results. For the grade of B, the student has demonstrated very good results. For the grade of A, the student has demonstrated excellent results. For the grade of Fail, the student has demonstrated unacceptable results.

Module code 2102 is an exception to the grading scale above, as the grading scale is Pass or Fail.

A grade of Pass for the whole course requires the student to obtain at least a grade of E on the individual written examination (module code 2101) and a grade of Pass on the project work (module code 2102).

At the start of the course, students are informed about the learning outcomes stated in the syllabus and about the grading scale and how it is applied on the course.

Entry requirements

To be admitted to the course, the student must be admitted to the Master's (120 credits) programme in Service Management (SASMA).

Oral and written proficiency in English corresponding to English 6/B from Swedish upper secondary school is a requirement. International qualifications will be assessed in accordance with national guidelines.

Further information

The course may not be included in a qualification together with SMMV17 Managing Service Organisations (7.5 credits).

Subcourses in SMMX17, Organization and Management in a Service Context

Applies from H21

- 2101 Individual written exam, 4,5 hp
Grading scale: Fail, E, D, C, B, A
- 2102 Project work, 3,0 hp
Grading scale: Fail, Pass